

2015 CRC Recommendations/Responses

Power	Recommendations	Department Response/Action Taken
	1.1. Develop business strategies to guide business decisions.	Plan to pursue. The electric industry is experiencing unprecedented change, disruptive technology in distribution and customer service segments will be a pressure point for the foreseeable future. Staff is evaluating emerging business models and will further explore in strategic planning in the upcoming year. As part of the 2015 proposed rate adjustment, first steps were made towards addressing some of the risks of disruptive technology.
	1.2. Form a utility board.	Policy Maker/Community Decision. There are many viable governance structures for public power utilities. Functioning models exist where an appointed or elected utility board governs the utility or where an appointed utility board serves as the working board making recommendations to the elected City Council. From a management perspective, community dialog and evaluation of the different options is encouraged. The utility industry is facing unprecedented challenges. The issues are very complex and require significant time commitment to get up to speed and maintain proficiency (cooperative boards generally spend a full day a month discussing utility policy versus our 1.5 hours per month). There are great risks associated with shallow or limited understanding or evaluation of options.
	1.3. Create a citywide safety officer position.	Citywide decision. Idaho Falls Power has discussed coordinating with the Fire Department for safety officer functions, ongoing discussions will continue.
	1.4. Regularly review compensation of key IFP staff.	Plan to pursue. Idaho Falls Power is updating its Financial & Risk Management Policies. The policy will require annual compensation review with the governing body of those positions with significant role in the Risk Management Policy.
	1.5. Develop a plan for single integrated utility metering and communications infrastructure.	Plan to pursue. As with the business strategies, staff is beginning to formulate an "integrated services" framework that will continue to be developed in the upcoming fiscal year.
	1.6. Support regional efforts to qualify all hydropower for Renewable Energy Credits.	Ongoing. As part of its membership in trade organizations (NWPPA, APPA), staff works to develop resolutions that support proper categorization of hydropower. Additionally, messaging is frequently carried to our Congressional Delegation. Staff has been involved with similar discussions through the Idaho Strategic Energy Alliance.
	1.7. Enforce ordinance that requires cost of power infrastructure extension be placed on the developer or commercial interest requesting service.	In progress. The line extension fees are included in the FY16 budget fee resolution scheduled for public hearing with request for Council to adopt with the FY16 budget. Staff has started outreach to the development community and is working through final implementation logistics with the Community Development Department. It is anticipated that an updated ordinance and modification to the service policy will be brought forward in October with an effective date of January 1.
	1.8. Establish a plan for succession and bench depth for power supply management.	In progress. The FY16 budget includes an additional full time employee that will work in 24/7 dispatch with a stronger emphasis on background in power scheduling and power markets. This person will oversee the 24/7 dispatch and work with the AGM to build depth in that group around power supply management. Additionally, staff will be doing a thorough review of options for the BPA contract in advance of the 2016 date to change products. Analysis will include a detailed risk analysis of all options.
	2.1. Establish citywide Information Technology security program.	Policy Maker Decision. As the only city department with mandatory, enforceable cyber security standards, we have spent a significant amount of time and resource updating procedures, systems, and staff to address current daily risks. We support the recommendation of the CRC and would be happy to support the citywide effort as Council sees fit.
	2.2. Pursue security guarantee and standard bid specification language from providers and contractors.	Plan to pursue. Staff will review this with the City Attorney and work to make adjustments to standard bid language.
	2.3. Establish a CRC for city's Information Technology function.	Policy Maker Decision. We support the recommendation of the CRC and would be happy to support the citywide effort as Council sees fit.
	3.1. Review the basis of all fund transfers between IFP and the city and modify these bases as necessary to provide greater transparency to division managers, elected city officials and the public.	Plan to pursue. Staff plans to pursue this discussion with the new Municipal Services Director, Mayor and Council liaisons in the first two quarters of the FY16 budget. Plan to pursue. This is the second Citizen Review Committee to make this recommendation. Given the desire to pursue integrated services, enhanced customer service will be paramount to success. Significant changes in customer interface will continue to evolve the needs, we must be flexible in our ability to respond. Staff will present options related to organizational structure that will maintain current functionality (one bill for all city services) but will promote flexibility for responding to future needs and working to reduce overhead costs.
	3.2. Evaluate transfer of utility billing/accounting function to IFP.	Ongoing. Staff will work to incorporate elements into the existing Capital Improvement Plan and continue to benchmark with other utilities (APPA RP3). Staff will report to Council at least annually on data driven improvements. Staff will continue to strengthen its use of the preventative maintenance system, particularly once complete conversion to the new software (Cayenta) is complete.
	4.1. Prioritize parts replacement plan.	
	4.2. Develop, implement and regularly update a Long Range Plan.	Plan to pursue. While the Capital Improvement Plan is well established with frequent updates, staff will expand the long term planning horizon (with 1.1 and 1.5 above) to evaluate longer term grid trends and needs. The foundation for this activity will continue to be set in FY16. Toward the end of FY16 or in FY17, a full plan/strategy will be completed.

- 5.1. Create 20-year load/resources growth plan.
- Plan to pursue.** Although a formal Integrated Resource Plan is not required, making long term resource plan projections is good business practice and is consistent with the historic approach to provide the community's own generation. Idaho Falls Power does participate with UAMPS in resource evaluation and development. In FY16, we will initiate community discussions.
- 5.2. Investigate distributed generation on problem feeders.
- Plan to pursue.** Staff is pursuing a grid modernization project that includes storage, hydro shaping, distributed generation and microgrid potential with the Idaho National Laboratory and Clean Coalition through an arrangement with UAMPS. This work will likely be completed in the next two years.
- 6.1. Formalize coordination between city, county and other municipalities for the planning of all future infrastructure needs including roads, easements and power line connectivity.
- In progress.** Staff is active in the Community Development Department efforts to update long range planning studies that will be coordinated with the County and other jurisdictions. Additional conversations will need to be pursued with BMPO and other entities.
- 6.2. Investigate alternative technologies for T&D in the northwest sector of the city.
- Plan to pursue.** This area is the focus of the project referenced in 5.2.
- Plan to pursue.** Results from the Pacific Northwest Smart Grid Demonstration Project have refocused Idaho Falls Power on the opportunity to enhance capacity using grid modernization techniques and technology. Those results are being further evaluated to identify technology and update the Capital Plan for system-wide modernization of conservation voltage reduction.
- 6.3. Give high priority to implementing Smart Grid automation technology to enable conservation voltage reduction system wide.
- In progress.** The meter opt out fees are included in the FY16 budget fee resolution scheduled for public hearing.
- 6.4. Charge residents who opt out of Smart Meters for the added cost to keep old analog meters in service.
- In progress.** Staff is working with Utility Credit to pilot the remote connect/disconnect deployment. It is anticipated that this will be completed in the first quarter of FY16.
- 6.5. Implement remote connect/disconnect on meters.
- Plan to pursue.** While Idaho Falls Power did test technology in this area as part of its asset deployed in the Pacific Northwest Smart Grid Demonstration Project, the feeder selected did not have any events that would allow us to fully test the technology. Staff will continue to investigate outage data to identify feeders that would be good candidates for this technology to both lessen outage time and lower number of meters impacted.
- 6.6. Investigate automated fault detection/location and restoration systems.
- Citywide decision.** Idaho Falls Power only maintains the traffic signals of ITD, we do not set coordination timing. We will pass this recommendation on to Public Works as they are currently working with ITD to update coordination timing.
- 7.1. Improve coordination between jurisdictions (IFP, Public Works and ITD) to enhance traffic flow.
- Citywide decision.** Idaho Falls Power will discuss this recommendation with Public Works as they are the lead contact with the traffic engineer. We will request their review of this technology and recommendations, if any, for future capital plans or controller programming.
- 7.2. Maximize dynamic traffic control capabilities of traffic lights.
- Plan to pursue.** The CRC aptly noted the success of our 13-year old dark fiber network and the untapped remaining potential of that network. In depth analysis of its future capabilities will be included in analysis of integrated services as part of 1.1 and 1.5 above.
- 8.1. Establish citywide fiber network and leverage for business development.
- In progress.** In FY15, Idaho Falls Power issued a solicitation for engineering and business evaluation services to contemplate future fiber network use. This study will be done by second quarter FY16. Existing service providers and a community focus group will be involved in evaluating the options and making recommendations going forward.
- 8.2. Evaluate "Fiber to Home" capability.
- Plan to pursue.** As part of the integrated service initiative, Idaho Falls Power will be working strategically to enhance customer service by strengthening its customer interface based on a one-stop-shop approach. Adequate customer care tracking software will be critical to providing comprehensive tracking of in-progress customer service response.
- 9.1. Implement automated call center software package.
- Plan to pursue.** Idaho Falls Power will make connections with the recommended entities in the first quarter of FY16 in preparation of the 2016 Youth Rally application cycle.
- 9.2. Put Idaho Consumer-Owned Utilities youth rally notice in INL and STEM mailings.
- Citywide coordination required.** Currently the utilities website is limited by overall city website functionality. Staff is currently working to update the IFP specific content and make it more customer focused. Significant design changes, however, will be required to be coordinated with the citywide update effort.
- 9.3. Improve IFP web presence.
- Plan to pursue.** Idaho Falls Power will be restructuring its marketing approach in FY16 and these recommendations will be incorporated.
- 9.4. Consider eliminating third party agent for media buys.
- Plan to pursue.** Idaho Falls Power will be restructuring its marketing approach in FY16 and these recommendations will be incorporated.
- 9.5. Research marketing intelligence programs for IFP customer messaging.
- Plan to pursue.** While the city does offer restricted level pay programs, the policy should be updated to reflect capabilities of existing technology. Some of the functionality needed for enhanced billing will not be available until the first phase of Cayenta integration is completed. Staff intends to pursue a full review of capabilities and functionality with 3.2.
- 9.6. Consider alternative delivery programs such as pre-pay and level pay.